



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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February 1, 2010

Teresa Carpenter
Preferred Community Homes - Courtyard
615 Second Avenue West
Wendell, ID 83355

Provider #13G057

Dear Ms. Carpenter:

On **January 20, 2010**, a complaint survey was conducted at Preferred Community Homes - Courtyard. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00004498

Allegation: An individual was physically abused within the last two weeks. The abuse was reported to the Administrator twice and no corrective action has been taken.

Findings: An unannounced on-site complaint investigation was conducted on 1/20/10. During that time, review of injury reports, as-worked schedules, behavior data, observation, record review, and interviews with facility staff and individuals were completed with the following results:

Injury reports, dated 1/4/10 - 1/20/10, were reviewed. There were no reports showing unexplained injuries or injuries due to abuse or restraints. As-worked schedules were reviewed and compared to those staff completing injury reports. There was no pattern between reported injuries and specific staff.

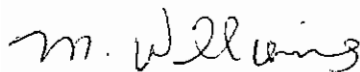
Observations were conducted during the course of the survey. It was noted eight individuals resided in the facility. No observable injuries were noted on any of the individuals. Additionally, seven direct care staff were interviewed and all staff stated they had not witnessed nor did they have knowledge of staff abusing individuals within the last two weeks.

One individual agreed to be interviewed. The individual stated he was happy, felt safe, and was not subject to abuse. The individual's behavior data, dated 1/4/10 - 1/19/10, was reviewed and showed no restraints or injuries occurred during that time. The individual's Nursing Notes were reviewed. The Notes showed ongoing preventive and general health care services were being provided and there were no documented injuries to the individual.

Conclusion: Unsubstantiated. Lack of sufficient evidence.

As none of the complaint was substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,



MONICA WILLIAMS
Health Facility Surveyor
Non-Long Term Care



NICOLE WISENOR
Co-Supervisor
Non-Long Term Care

MW/mlw